



Roto Spa

Owner's Manual

United States, Canada, and Europe

Cal Spas



© 2012 LPS, Inc.



Cal Spas Home Resort™

www.calspas.com

Preparing for Your New Portable Spa

Planning the Best Location	3
Preparing a Good Foundation	3
Location of Electrical Cord	4
110V / 60 Hz Electrical Installation	4
Testing the GFCI	4
110V to 220V Conversion	5
240 Volt Electrical Installation	6
High Power Configuration	7
GFCI Wiring Diagram	8
230V / 50 Hz Electrical Installation	9
RCD Wiring Diagram	10
Filling and Powering Up Your Portable Spa ...	11

Operating Your Spa

Electronic Control Operation	12
Diagnostic Messages	14
Adjusting Jets	16

Clear Water Plan

The Key to Clear Water	17
Testing and Adjusting Spa Water	18
Sanitation	19
Shocking the Water	20

Chemical Safety	20
Ozonator	20
Bather Load	20
Filter Cleaning	21
Starting the Spa with Fresh Water	21
Troubleshooting Water Clarity Problems	22

Cleaning and Maintenance

Removing the Access Panel	23
Draining Your Portable Spa	23
Winterizing (Cold Climate Draining)	24
Installing Cover Latches	24
Covering Your Spa	25
Cleaning and Replacing the Filter	25
Cleaning Your Spa	25
Removing and Tightening the Jets	26
Maintenance Schedule	27

Appendix

Replacement Parts	28
Troubleshooting	31
Limited Warranty	34
Warranty Registration	38

Copyright 2012 LMS, Inc. All rights reserved. Duplication without written consent is strictly prohibited.

Cal Spas® is a registered trademark.

Due to continuous improvement programs, all models, operation, and/or specifications are subject to change without prior notice.

LTR50001108, Rev. B
6/25/12
100-1132

CONTACT INFORMATION

For customer service, please contact your authorized dealer immediately. If you need additional information and/or assistance, contact:

LMS Customer Service Department
1462 East Ninth Street
Pomona, CA 91766.

Telephone: 800-CAL-SPAS (US and Canada)
Telephone: 909-623-8781 (International)
Fax: 909-629-3890

Important Safety Instructions

READ AND FOLLOW ALL INSTRUCTIONS.

WARNING:

To reduce the risk of injury, do not permit children to use this product unless they are closely supervised at all times.

DANGER -- Risk of accidental drowning:

Do not allow children to be in or around a spa unless a responsible adult supervises them. Keep the spa cover on and locked when not in use. See instructions enclosed with your cover for locking procedures.

DANGER -- Risk of injury:

The suction fittings in this spa are sized to match the specific water flow created by the pump. Should the need arise to replace the suction fittings, or the pump, be sure the flow rates are compatible.

Never operate the spa if the suction fitting or filter baskets are broken or missing. Never replace a suction fitting with one that is rated less than the flow rate marked on the original suction fitting.

DANGER -- Risk of electric shock:

Install the spa at least 5 feet (1.5 meters) from all metal surfaces. As an alternative, a spa may be installed within 5 feet of metal surfaces if each metal surface is permanently bonded by a minimum #8 AWG solid copper conductor to the outside of the spa's control box.

DANGER -- Risk of electric shock:

Do not permit any external electrical appliances, such as lights, telephones, radios, televisions, and etc., within five feet (1.5 meters) of the spa. Never attempt to operate any electrical device from inside the spa.

WARNING -- To reduce the risk of injury:

The spa water should never exceed 104°F (40°C). Water temperatures between 100°F (38°C) and 104°F (40°C) are considered safe for a healthy adult. Lower water temperatures are recommended for young children and when spa use exceeds 10 minutes.

High water temperatures have a high potential for causing fetal damage during pregnancy. Women who are pregnant, or who think they are pregnant, should always check with their physician prior to spa usage.

The use of alcohol, drugs or medication before or during spa use may lead to unconsciousness, with the possibility of drowning.

Persons suffering from obesity, a medical history of heart disease, low or high blood pressure, circulatory system problems or diabetes should consult a physician before using the spa.

Persons using medications should consult a physician before using the spa since some medications may induce drowsiness while others may affect heart rate, blood pressure and circulation.

HYPERTHERMIA DANGER:

Prolonged exposure to hot air or water can induce hyperthermia. Hyperthermia occurs when the internal temperature of the body reaches a level 3°F to 6°F above the normal body temperature of 98.6°F (or 2°C to 4°C above 37°C). While hyperthermia has many health benefits, it is important not to allow your body's core temperature to rise above 103°F (39.5°C).

Symptoms of excessive hyperthermia include dizziness, lethargy, drowsiness and fainting. The effects of excessive hyperthermia may include:

- Failure to perceive heat
- Failure to recognize the need to exit spa or hot tub
- Unawareness of impending hazard
- Fetal damage in pregnant women
- Physical inability to exit the spa
- Unconsciousness

WARNING: The use of alcohol, drugs, or medication can greatly increase the risk of fatal hyperthermia.

DANGER -- Risk of electric shock:

- Replace a damaged power cord immediately.
- Do not bury the power cord.
- Connect to a grounded, grounding-type receptacle only.

WARNING: People with infectious diseases should not use a spa or hot tub.

WARNING: To avoid injury, exercise care when entering or exiting the spa or hot tub.

WARNING: Do not use drugs or alcohol before or during the use of a spa or hot tub to avoid unconsciousness and possible drowning.

WARNING: Do not use a spa or hot tub immediately following strenuous exercise.

WARNING: Prolonged immersion in a spa or hot tub may be injurious to your health.

CAUTION: Maintain water chemistry in accordance with manufacturer's instructions.

SAVE THESE INSTRUCTIONS.

Preparing for Your New Portable Spa

Most cities and counties require permits for exterior construction and electrical circuits. In addition, some communities have codes requiring residential barriers such as fencing and/or self-closing gates on property to prevent unsupervised access to the property by children. Your dealer can provide information on which permits may be required and how to obtain them prior to the delivery of your spa.

Planning the Best Location

Safety First

Do not place your spa within 10 feet (3 m) of overhead power lines.

Consider How You Will Use Your Spa

How you intend to use your spa will help you determine where you should position it. For example, will you use your spa for recreational or therapeutic purposes? If your spa is mainly used for family recreation, be sure to leave plenty of room around it for activity. If you will use it for relaxation and therapy, you will probably want to create a specific mood around it.

Plan for Your Environment

If you live in a region where it snows in the winter or rains frequently, place the spa near a house entry. By doing this, you will have a place to change clothes and not be uncomfortable.

Consider Your Privacy

In a cold-weather climate, bare trees won't provide much privacy. Think of your spa's surroundings during all seasons to determine your best privacy options. Consider the view of your neighbors as well when you plan the location of your spa.

Provide a View with Your Spa

Think about the direction you will be facing when sitting in your spa. Do you have a special landscaped area in your yard that you find enjoyable? Perhaps there is an area that catches a soothing breeze during the day or a lovely sunset in the evening.

Keep Your Spa Clean

In planning your spa's location, consider a location where the path to and from the house can be kept clean and free of debris.

Prevent dirt and contaminants from being tracked into your spa by placing a foot mat at the spa's entrance where the bathers can clean their feet before entering your spa.

Allow for Service Access

Many people choose to install a decorative structure around their spa. If you are installing your spa with any type of structure on the outside, such as a gazebo, remember to allow access for service. It is always best to design special installations so that the spa can still be moved, or lifted off the ground.

Preparing a Good Foundation

Damage caused by inadequate or improper foundation support is not covered by the warranty.

It is the responsibility of the spa owner to provide a proper foundation for the spa.

We strongly recommend that you have a qualified, licensed contractor prepare the foundation for your spa.

Place the spa on a level concrete slab not less than 3" / 8 cm thick. If you are installing the spa indoors, pay close attention to the flooring beneath it. Choose flooring that will not be damaged or stained.

If you are installing your spa on an elevated wood deck or other structure, consult a structural engineer or a contractor to ensure the structure will support the weight of 150 pounds per square foot.

Location of Electrical Cord

This applies to 110V systems.

The electrical cord is located inside the equipment area and must be removed in order to plug in the spa.

Remove the access panel for the equipment area and set it aside. (Access panel removal is described on page 23.)

Locate the power cord with the GFCI plug. Inspect the cord for damage before use.

Route the GFCI plug through the access hole located in front under the access panel area.

Pull the full length of the power cord (15 feet / 4.6 m) through the access hole.

Replace the access panel. Do not overtighten the screws.



110V / 60 Hz Electrical Installation

This product is a cord-connected spa with a pump heater, lighting fixture, and spa side control. The operating power is 110V AC.

A licensed electrician may be required to upgrade your standard receptacle and/or circuit breaker. Always follow applicable local, state and federal codes and guidelines.

The spa is equipped with a 15 amp GFCI cord and plug kit.

Plug the spa into a dedicated electrical line with a 15 amp breaker.

Always use a weatherproof-covered receptacle. Re-

ceptacle shall be located not less than 5 feet (1.5 m) from and not exceeding 10 feet (3.0 m) from the inside wall of the spa (NEC 680.43(A)).

Do not use extension cords. Using an extension cord will void your warranty.

Do not bury the power cord. If your cord becomes damaged, replace it before next usage.

If you need to replace your cord, replace it with a 15 amp GFCI connection. The cord may not be longer than 15 feet (4.6 m). You can order a replacement GFCI and cord kit from customer service, part number ELE09700086.

Testing the GFCI

Test the GFCI plug prior to first use and periodically when the spa is powered.

1. Plug in the GFCI into the power outlet. The indicator should turn on.

1. Press the TEST button. The GFCI will trip, the indicator will turn off, and the spa will stop operating.

2. Press the RESET button. The GFCI will reset, the indicator will turn on again, and the spa will turn back on.

The spa is now safe to use.

If the GFCI trips while the spa is in use, press the RESET button. If the GFCI does not reset, unplug the spa and call your spa dealer for service. **DO NOT USE THE SPA!**

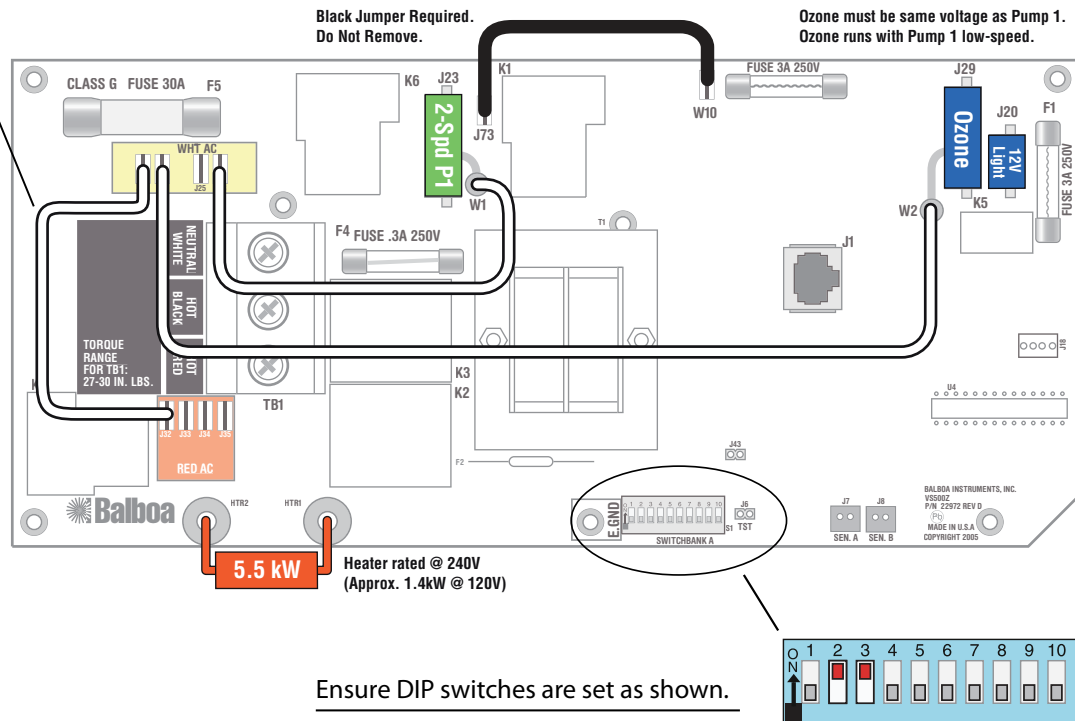


110V to 220V Conversion

To convert the system from 110V to 220V:

1. Remove jumper from J11 and J32.
2. Set DIP switches.
3. Connect 240V to circuit board. See section "240 Volt Electrical Installation" for wiring and GFCI requirements.

To convert from 110V to 220V,
remove jumper from J11 and J32.



240 Volt Electrical Installation

All 240V spas must be permanently connected (hard-wired) to the power supply. See the wiring diagram on page 8.

These instructions describe the only acceptable electrical wiring procedure. Spas wired in any other way will void your warranty and may result in serious injury.

When installed in the United States, the electrical wiring of this spa must meet the requirements of National Electric Code, ANSI/NFPA 70-2008 and any applicable local, state, and federal codes.

The electrical circuit must be installed by an electrical contractor and approved by a local building or electrical inspector.

Failure to comply with state and local codes may result in fire or personal injury and will be the sole responsibility of the spa owner.

The power supplied to the spa must be on a dedicated GFCI protected circuit as required by ANSI/NFPA 70 with no other appliances or lights sharing the power.

Use copper wire with THHN insulation. Do not use aluminum wire.

Use the table below to determine your GFCI and wiring requirements.

When NEC requires the use of wires larger than #6 AWG, install a junction box near the spa and use #6 AWG wire between the junction box and the spa.

Wire runs over 85 feet must increase wire gauge to the next lower number. For example: A normal 50 amp GFCI with four #8 AWG Copper wires run over 85 feet would require you to go to four #6 AWG copper wires.

Read and follow the heater manufacturer's safety and installation instructions prior to installation and operation. Incorrect installation may damage the heater and void its warranty.

Testing the GFCI Breaker

Test the GFCI breaker prior to first use and periodically when the spa is powered. To test the GFCI breaker follow these instructions (spa should be operating):

1. Press the TEST button on the GFCI. The GFCI will trip and the spa will shut off.
2. Reset the GFCI breaker by switching the breaker to the full OFF position, wait a moment, then turn the breaker back on. The spa should have power again.

240V GFCI and Wiring Requirements

The control system is set at the factory to run on the low power setting for 40 amp operation. This is the default setting. Spa owners can have their installer change this setting so the spa will run on high power for 50 amp operation.

Warning: Never set a spa to run on high power without installing a properly rated GFCI.

Power Mode	GFCI Required	Wires Required
Power saver mode <i>This is the factory default setting.</i>	One 30 amp GFCI	Four #8 AWG copper wires
High power setting <i>See configuration instructions on the next page.</i>	One 40 amp GFCI	Four #8 AWG copper wires

High Power Configuration

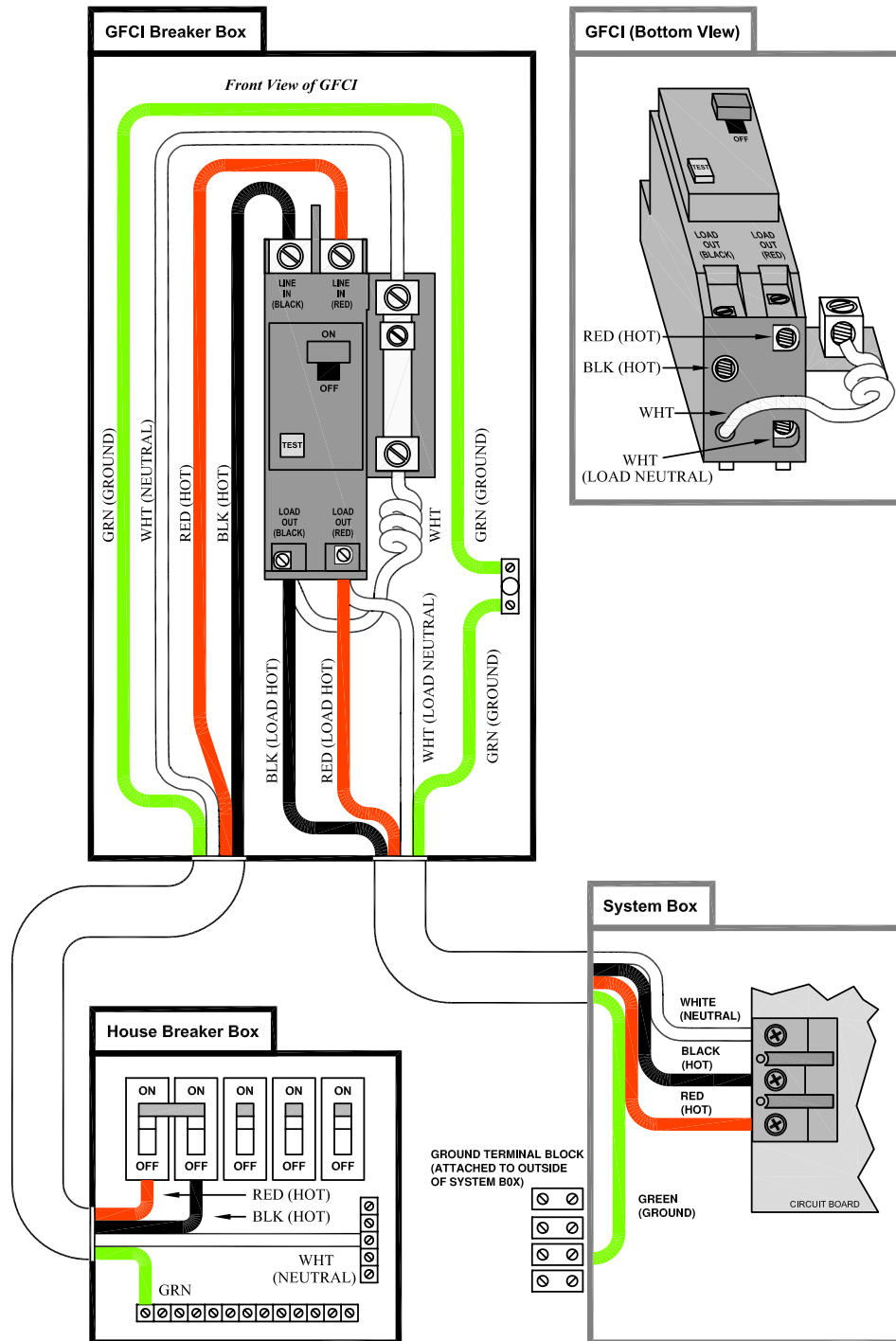
OFF Position (Down)	Default setting	ON Position (Up)
Test Mode OFF	◀ A1	Test mode (normally OFF)
Button layout will be: Unused, Pump 1, Temp, Light	A2 ▶	Button layout will be: Pump 1, Light, Temp Down, Temp UP
Use Lite Duplex or Digital Duplex panel	A3 ▶	Use Mini Panel
N/A (must be OFF)	◀ A4	
Pump 1 high-speed timeout <i>See table below</i>	A5	
60Hz operation	◀ A6	50Hz operation
Standard/Economy/Sleep mode changes allowed	◀ A7	Standard mode only
Temperature displayed in Fahrenheit	◀ A8	Temperature displayed in Celsius
Pump 1 low-speed timeout <i>See table below</i>	A9	
Heater can run while the high-speed pump is running (HIGH amperage mode)	◀ A10	Heater is disabled while the high-speed pump is running (LOW amperage mode)

Note: Arrow indicates factory default setting.

Pump 1 Timeouts

A5	A9	Low speed	High speed
OFF	OFF	2 hours	15 minutes
ON	OFF	2 hours	30 minutes
OFF	ON	15 minutes	15 minutes
ON	ON	30 minutes	30 minutes

GFCI Wiring Diagram



230V / 50 Hz Electrical Installation

All 230V spas must be permanently connected (hard-wired) to the power supply. These instructions describe the only acceptable electrical wiring procedure. Spas wired in any other way will void your warranty and may result in serious injury.

This is the only acceptable electrical wiring procedure. Spas wired in any other way will void your warranty. See the wiring diagram on page 10.

The electrical wiring of this spa must meet the requirements of any applicable local, state, and federal codes. The electrical circuit must be installed by an electrical contractor and approved by a local building / electrical inspector.

RCD and Wiring Requirements

Your spa will require either one 32 amp RCD or two

16 amp RCDs, installed with three #10 AWG copper wires.

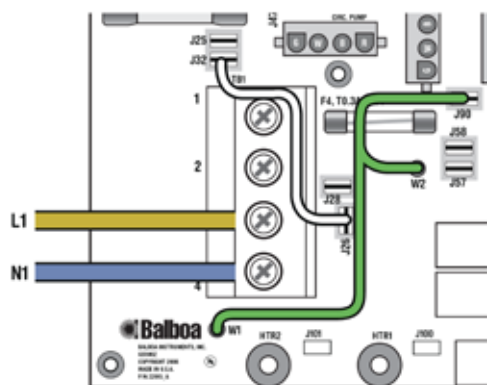
The power supplied to the spa must be on a dedicated RCD protected circuit with no other appliances or lights sharing the power.

Use copper wire with THHN insulation. Do not use aluminum wire.

When wires larger than #6 AWG are required, install a junction box near the spa and use #6 AWG wire between the junction box and the spa.

Wire runs over 26 m must increase wire gauge to the next lower number. For example: A normal 50 amp RCD with four #8 AWG copper wires run over 26 m would require you to go to four #6 AWG copper wires.

50 Hz Circuit Board Connection



Single Service (1 x 16 Amp or 1 x 32 Amp)

This option is configured and shipped as the default.
All equipment (pumps, blower, and heater) runs on service line L1.

Systems using only 1 DIP switch (A10) for heat disable:

For 1 x 16 Amp Service:

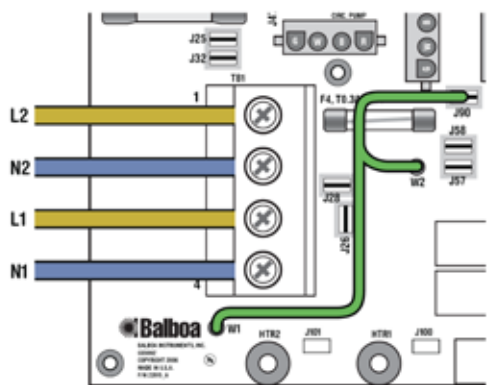
DIP Switch A10 must be ON.

For 1 x 32 Amp Service:

Set DIP Switch A10 such that total system amperage draw never exceeds rated service input.

Systems using multiple DIP switches for heat disable:

Refer to system Hot Sheet DIP Switch Definition page and set the switches shown in Table 1 such that total system amperage draw never exceeds rated service input.



Dual Service Option (2 x 16 Amp)

The heater runs on service line L1, while all other equipment, such as pumps and blowers, run on service line L2.

Completely remove the white wire from J26 and J32.

Note: J32 and J25 are electrically identical. The white wire may be attached to either terminal before removal.

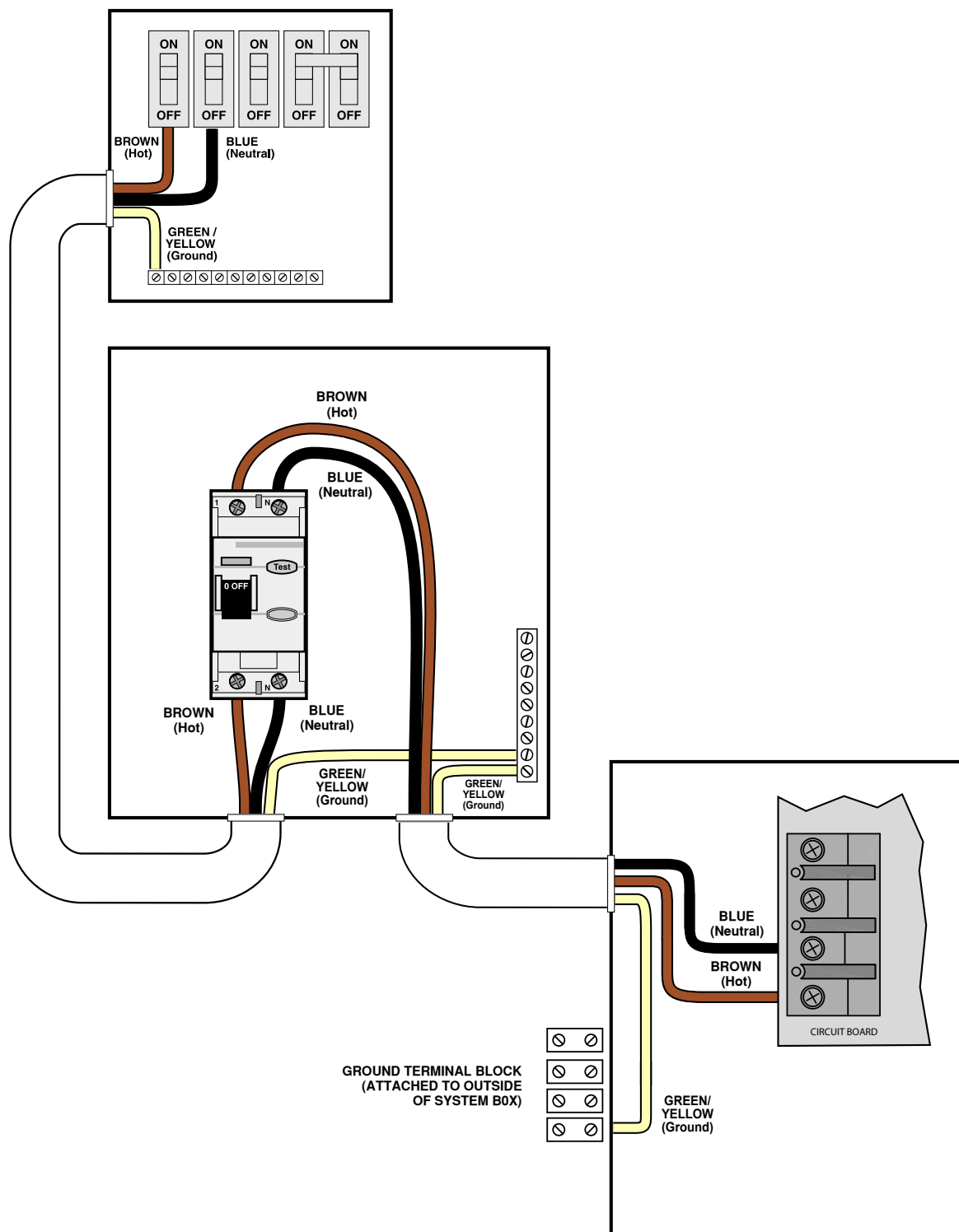
Systems using only 1 DIP switch (A10) for heat disable:

DIP Switch A10 must be OFF.

Systems using multiple DIP switches for heat disable:

Refer to system Hot Sheet DIP Switch Definition page and set both switches shown in Table 1 to ON positions.

RCD Wiring Diagram



Filling and Powering Up Your Portable Spa



Never fill your spa with soft water.

Soft water makes it impossible to maintain the proper water chemistry and may cause the water to foam, which will ultimately harm the finish of the spa and void your warranty.

1. Once the spa has been placed on an approved surface and has been correctly wired by a licensed electrician, inspect all plumbing connections in the equipment area of your spa. Ensure that these connections are secure and that they did not loosen during shipment.
2. If equipped, open all gate valves in the equipment area. Before operating the spa, these valves must be in the up or "open" position.



VERY IMPORTANT!

Never run the spa with the gate valves closed or without water circulating for long periods of time. Be careful not to over-tighten the plumbing fittings.

3. Remove the cartridge from filter canister.
4. Place a garden hose in the filter canister and fill your spa with **regular tap water** about six inches from the top.



VERY IMPORTANT!

Always fill the spa through the filter canister! Failure to do so may cause air to be trapped in the filtration system and prevent the pumps from operating properly.

5. Presoak the filters in spa water.



VERY IMPORTANT!

You must presoak the filters before inserting them in the filter canister. Dry filters can allow air into the filtration system which can cause pump failure.

6. Once the water is at the correct level and air is bled, plug in the spa into a dedicated electrical outlet.

Note: When the power is turned on to the spa, the controls will perform a diagnostic check for approximately five minutes. When the diagnostic is complete, the spa will automatically operate at filter speed and continue heating until the spa water temperature reaches the default temperature of 100°F.

8. If no water is flowing when the pump is running, there could be an air pocket at the suction side of the pump. Shut off power to the spa and loosen the pump union on the suction side of the pump to bleed the air. When air is bled, turn power back on.
9. Install the pre-soaked filters into the filter canister.

The spa is now ready for use.

Operating Your Spa

Electronic Control Operation

Initial Start up

When first powered up, your spa will perform a self-diagnostic check and go into priming mode. When the control panel displays **PR**, IMMEDIATELY do the following:

1. Press the JETS button to turn on the pump and let it run for 10 seconds. The pump should be running in low speed.
2. Press the JETS buttons again and let the pump run in high speed for 10 seconds.
3. Press the JETS button again to turn off the pump. The pump should be left in the off position for 10 to 15 seconds.
4. Repeat steps 1 through 3 until water is flowing through all the jets and all air is removed from the plumbing.

When the spa has finished priming, the heater will be activated and the water temperature will be maintained in standard mode. The spa will heat to 100°F (37.5°C) at start up until the set temperature is changed as described below.

Temperature Adjustment

(Range 80°F to 104°F, 26°C to 40°C)

The electronic control panel displays the actual water temperature in degrees Fahrenheit. The displayed temperature will only be current after the pump has been running for at least two minutes.

To display the temperature that the spa is set to:

- Press either the **Up** or **Down** button. The temperature setting will flash.
- While the display is flashing, each time you press the **Up** or **Down** button, the set temperature will change up or down one degree.

Standard, Economy and Sleep Heating Modes

Your new spa is equipped with a heating feature that gives you complete control of the heating system. When the spa is powered up, it will automatically start in standard heating mode.

- **St** will light briefly on the main display. In this mode, the heating system will automatically maintain the set spa temperature. In the economy-heating mode, the heating system will only activate during filtration times.

vate during filtration times.

- **Ec** will display solid if temperature is not current and will alternate with spa temperature if measured temperature is current.
- Economy mode will heat the water to the set temperature while Sleep mode, indicated by a **SL** on the main display, will also only activate the heater during the filtering cycles but will only heat the water to within 20°F (10°C) of the set temperature. Like Economy mode, **SL** will display solid when temperature is not current and will alternate with actual temperature when it is current.

Switching Modes

- Press either the **Up** or **Down** button followed by the **Light** button.
- Press the same sequence to switch to the next mode.

Jets

Press the **Jets** button:

- Once to activate low speed pump.
- Twice to activate high speed.
- Three times to turn pump off.

Light

Press the **Light** button to turn on the light. Press it once again to turn the light off. All optional lighting such as the control panel light and cabinet perimeter lighting is controlled by the **Light** button and will turn on and off with the spa light.



Automatic Time outs

These features will automatically turn themselves off during periods of continuous use:

- Low speed pump After 2 hours
- High speed pumps After 15 minutes
- Spa light After 4 hours

Setting Filtration Cycles

Your spa is programmed to filter twice a day. The first cycle will begin 6 minutes after the spa is turned on and the second cycle 12 hours later. The factory has programmed the cycle to last for 2 hours but this can be switched to 4, 6, or 8 hours depending on your requirements. The default filter time is two hours.

To set filtration time, turn off the power to the spa at the time of day you would like one of the filtration cycles to begin, then turn back on after 30 seconds. When power has been restored, press either the **Up** or **Down** button then the **Jets** button. Press either the **Up** or **Down** button again to change the filtering cycle duration. When desired duration is selected press the **Jets** button to exit.

The low speed pump will run for the duration of the filtering cycle and if an ozone system is installed it will be activated.

Your new spa comes equipped with an electric heater. Following the directions listed below will ensure the most efficient operation:

NOTE: This method is only for spa usage under two hours a week.

- Keep the spa's operating temperature 5°F below the desired usage temperature when not in use. One or two hours before use, set the temperature to the desired temperature.
- If the spa usage exceeds two hours a week, the set temperature should remain at the desired usage temperature.

Allowing the water temperature to lower more than 10°F below the desired usage temperature and reheating it prior to usage will cause the heater to operate longer than it normally would maintaining the desired temperature. Doing this will increase your operating cost and makes your heater work more than necessary.

Diagnostic Messages

Message	Meaning	Action Required
No message on display	1) Spa temperature is unknown. 2) Spa is in Economy or Sleep mode. 3) Power has been cut off to the spa.	1) After pump has been running for 2 minutes temperature will be displayed. 2) In Economy or Sleep mode, the pump may be off for hours outside a filter cycle. If you wish to see the current spa temperature, either switch to Standard mode or turn Jets1 on for at least two minutes. 3) The control panel will be disabled until power returns. Spa settings and time of day will be preserved for 30 days with a battery back-up.
dr	Insufficient water detected in heater. Spa will be shut down for 15 minutes.	Check water level in spa. Refill if necessary. Make sure pumps are been primed and filter cartridges are clean. Press any button to reset or wait 15 minutes and spa will automatically reset. If message spa does not reset, call your dealer or service organization.
drY	Insufficient water detected in heater. Spa is shut down. (Displays on third occurrence of dr message.)	Follow directions for dr message and press any button to reset spa. Spa will not automatically reset when dry or dY is displayed.
Ec	Indicates heater is in Economy Mode.	None.
--	Temperature unknown	After the pump has been running for two minutes, the temperature will be displayed.
HFL	A difference in readings between temperature sensors has been detected indicating a possible water flow problem.	Make sure spa is filled to proper level and that pumps are primed and filter cartridges are clean. If message does not reset, call your dealer or service organization.
ICE	Potential freeze condition detected.	No action required. The pumps and the blower will automatically activate regardless of spa status.
LF	Persistent low flow problems. Heater is shut down, but other spa functions continue to run normally. Displays on the fifth occurrence of the HL or HFL message within 24 hours.	Follow action required for HL or HFL message. Heating capacity of the spa will not reset automatically. Press any button to reset.
OHS	Overheat protection. The spa has shut down. One of the sensors has detected that the spa water is 110°F.	DO NOT ENTER THE WATER. Remove the spa cover and allow water to cool. At 107°F, the spa should automatically reset. If spa does not reset, shut off the power to the spa and call your dealer or service organization.

Message	Meaning	Action Required
OHH	Overheat protection (spa is shut-down). One sensor has detected 118°F (48°C) at the heater.	DO NOT ENTER THE WATER! Remove the spa cover and allow spa to cool below 107°F (42°C). Press any button on the topside display to reset spa. If spa will not reset after spa has cooled, turn off power for approximately 30 seconds and then turn power back on. If display message is repeated then shut the power off to the spa and call your dealer or service organization.
Pr	When your spa is first actuated, it will go into priming mode.	The priming mode will last for up to four minutes and then the spa will begin to heat and maintain the water temperature in the Standard mode.
SL	Indicates heater is in Sleep Mode.	None.
SnA Snb	Spa is shut down. The sensor that is plugged into the sensor "A" or "B" jack is not working.	If the problem persists, contact your dealer or service organization. (May appear temporarily in an overheat situation and disappear when the heater cools.)
SnS	Sensors are out of balance. <ul style="list-style-type: none"> If this is alternating with the temperature, it may just be a temporary condition. If the display shows only this message (periodically blinking), the spa is shut down. 	Contact your dealer or service organization.
ST	Indicates heater is in Standard Mode.	None.

Adjusting Jets

The larger massage jets in your spa are adjustable. Rotating the face of an adjustable jet to the left (counter-clockwise) will decrease the amount of water flow through the jet. Rotating the face of an adjustable jet to the right (clockwise) will increase the amount of water flow through the jet. (See example shown below.)

The neck jets are smaller in size and are not adjustable.



Clear Water Plan

This section is intended for new spa owners with no experience with water chemistry. Everyone's experience with maintaining water quality is different, but there are some general concepts you need to know.

Water maintenance is not difficult, although it requires regular attention. The most important thing to understand about taking care of your spa water is that preventive action is much easier than correcting water quality issues.

Contents of this section:

Testing and Adjusting Spa Water
Sanitation
Filtration
Bather Load
Starting the Spa with Fresh Water
Maintenance Schedule
Troubleshooting Water Clarity Problems

The Key to Clear Water

Excellent water quality is a simple matter of four things:

Regularity

Clear water requires regular maintenance. Establish a routine based on a regular schedule for your spa water maintenance.

Maintaining your water quality helps the enjoyment of your spa and extends your spa's life by preventing damage from neglect and chemical abuse.

See page 27 for the schedule of recommended maintenance.

Filtration

Cleaning your filter regularly is the easiest and most effective single thing you can do to keep your water clear.

A clogged or dirty filter will cause the heater and pump to work harder than they need to, possibly causing them to fail.

The spa's heating system will only function with the proper amount of water flow through the system.

See page 21 for filter cleaning instructions.

Sanitation

Sanitizers kill bacteria and viruses and keep the water clean. A low sanitizer level will allow microbes to grow quickly in the spa water.

We recommend using either chlorine or bromine as your sanitizer.

Spa owners with an ozonator also need to add sanitizer, although their requirements are different.

See page 19 for learn how to use sanitizer.

Chemical Balance

You will need to test and adjust the chemical balance of your spa water. Although this is not difficult, it needs to be done regularly.

Depending on your choice of sanitizer, you need to test the level of calcium hardness, total alkalinity, and pH. Spa owners with a Cal Clarity bromine generator also need to check total dissolved solids and phosphates.

See page 18 for learn how to balance your spa water.



Testing and Adjusting Spa Water

You have two types of testing methods to choose from:

- **The reagent test kit** is a method which provides a high level of accuracy. It is available in either liquid or tablet form.
- **Test strips** are a convenient testing method commonly used by spa owners.

Balancing the Total Alkalinity

Total alkalinity (TA) is the measure of the total levels of carbonates, bicarbonates, hydroxides, and other alkaline substances in the water. TA can be considered a "pH buffer". It is the measure of the ability of the water to resist changes in pH level.

The recommended total alkalinity is 80 - 120 ppm.

If the TA is too low, the pH level will fluctuate widely from high to low. Low TA can be corrected by adding an alkalinity increaser.

If the TA is too high, the pH level will tend to be too high and may be difficult to bring down. High TA can be corrected by adding an alkalinity decreaser.

When the TA is balanced, it normally remains stable, although adding water with high or low alkalinity will raise or lower the TA level.

Balancing the Calcium Hardness

Calcium hardness (CH) is a measure of the total amount of dissolved calcium in the water. Calcium helps control the corrosive nature of the spa's water and is why soft water is not recommended. The low calcium content of soft water is very corrosive to the equipment and can cause staining of the spa shell.

The recommended calcium hardness is 150 - 200 ppm.

If the CH is too low, add a calcium hardness increaser.

If the CH is too high, dilute the spa water with soft water.

When the CH is balanced, it normally remains stable, although adding soft water or very hard water will raise or lower the CH level.

Balancing the pH

The pH level is the measure of the balance between acidity and alkalinity.

If the pH is too low, it can cause corrosion of metal fixtures and the heating element. Low pH can be corrected by adding a pH decreaser.


If the pH is too high, it can cause scaling by allowing metals or minerals to form deposits and stain spa surfaces. High pH can be corrected by adding a pH increaser.

Too alkaline, causes scaling	8.2	↓ Need to lower the pH level
	8.0	
	7.8	
Ideal balance	7.6	
	7.4	
	7.2	
Too acidic, causes corrosion	7.0	↑ Need to raise the pH level
	6.8	
	6.6	

Testing For:	Ideal Range (ppm)		Chemicals To Use:	
	Minimum	Maximum	To Raise	To Lower
Total Alkalinity	80	120	pH-Alkalinity Up	pH-Alkalinity Down
Calcium Hardness	150	200	Liquid Hardness Increaser	Stain and Scale Defense
pH	7.4	7.6	pH-Alkalinity Up	pH-Alkalinity Down

Sanitation

Sanitizers kill bacteria and other organic waste by breaking them down to non-harmful levels and are filtered out. Before you fill your spa, you need to decide which chemical sanitizer you wish to use. Consult your spa dealer for the right decision with regards to your lifestyle and spa usage.

 We recommend either **bromine** or **chlorine** as your sanitizer. Both work well when maintained regularly.

DO NOT use trichlor. Trichlor is very acidic and the hot temperature of the spa causes it to dissolve too quickly. It will cause damage to your spa and will void your warranty.

Whichever plan you decide on, follow it completely and don't take shortcuts. It will provide you with clean, safe, clear spa water with a minimum of effort. Spa owners with an ozonator still need to use a chemical sanitizer. See page 20 for instructions.

Using Chlorine as a Sanitizer

If you choose to use chlorine as a sanitizer, only use granulated chlorine, not liquid chlorine.

Once a week, check the chlorine level using either a test strip or a reagent kit. See the table on the following page for the ideal range.

Add one or two tablespoons granulated chlorine to the spa water weekly. Note that chlorine dissipation rate will be faster at higher water temperatures and slower at lower temperatures.

When you add chlorine, open all of the jets and run the spa at high speed with the cover open for at least 30 minutes.

Follow the maintenance schedule on page page 27.

Using Bromine as a Sanitizer

Bromine is a very effective sanitizer that produces low chemical odors. Unlike chlorine, it can break down bacteria and other impurities to a safe level with a low burn-out rate.

Bromine is available in both granulated and tablet form. Use granulated sodium bromide to establish your bromine base. Use tablets to maintain it.

When you begin with fresh water, add 2 ounces of granulated bromide. Open all of the jets and run the spa at high speed with the cover open for at least 30 minutes. This is your base bromine level as the tablets will take a while to dissolve.

Place three or four bromine tablets in your chemical floater.

Follow the maintenance schedule on page page 27.

Testing For:	Ideal Range (ppm)	
	Minimum	Maximum
Chlorine level		
Without ozonator	3.0	5.0
With ozonator	2.0	4.0
Bromine level		
Without ozonator	6.7	11.0
With ozonator	5.7	10.0

Shocking the Water

In addition to using a chemical sanitizer, you will periodically need to shock the water. Shocking the water helps remove burned-out chemicals, bacteria, and other organic material from your spa's water and improves your sanitizer's effectiveness.

Do not use chlorinating shock, which will damage your spa's jets and pump seals. Only use an oxidizer shock. It can be used with either chlorine or bromine sanitizers.

Add one ounce of oxidizer shock once a week, after heavy bather loads, or if water has a strong odor.

Spa must be running with all of the jets on high for 30 minutes with the cover open. If necessary, repeat oxidizer shock in 30 minute intervals.



Chemical Safety

Read and follow all printed instructions listed on bottles and packages. Failure to follow chemical directions may result in serious injury, sickness, or even death.

Do not exceed chemical dosages as recommended on chemical bottles and packages.

Never change chemical brands or types without completely draining, flushing and thoroughly cleaning the spa and cover first.

Never mix chemicals together.

Do not allow chemicals to come in contact with skin, eyes or clothing. Remove and wash clothing that may have been exposed to chemical contact prior to wear-

ing them again.

Inhaling or ingesting chemicals will cause serious injury, sickness, or even death.

Chemicals must be stored completely out of the reach of children in an area that is well vented, cool, and dry. Failure to provide a proper area for chemical storage may result in serious injury, sickness, fire explosion and even death. Do not store your chemicals inside the equipment area of your spa.

Ozonator

The ozone generator releases ozone into the spa water. You will still need to test for chlorine or bromine and occasionally replenish it to return the sanitizer level to the baseline.

Set the spa's filtration time for "F4" (described on page 13). This activates the ozonator and produces the ozone gas. Note: Filtration time may need to be increased with heavy bather load.

Bather Load

"Bather Load" is the term used to describe the number of people using a spa, combined with the length of usage, and the frequency of usage. All these factors have a great effect on the spa water. The higher the bather load, the more chemicals need to be added and a longer filtration time will be needed.

Recommendations are designed for spas with average bather load (3 to 4 people, 15 minutes of usage,

three times a week at 100 degrees) If your bather load exceeds these guidelines, and you experience water quality problems, increase the amount of filtration first, (go to the next higher filtration number) then if water quality is still not adequate, consult the advice of your spa dealer for additional chemical or system recommendations. Be sure to give them your bather load information.

Filter Cleaning

The filter is the part of your spa that removes the debris from the water and needs to be cleaned on a regular basis to maximize your spa's filtering performance and heating efficiency.

In addition to spraying off the filter weekly to remove surface debris, your filter should be deep cleaned periodically to dissolve scale and particles that get lodged deep within the filter fibers and impede the filtration process. Even if the filter looks clean, scale and particles can clog the fibers and prevent water from flowing through the filter resulting in the most common spa problem—no heat, caused by a dirty filter.

We recommend you clean your filter once a month and replace it once a year or as necessary.

1. Remove the filter by turning it counterclockwise,
2. unscrewing the bottom threads, then pulling it up and out.
3. Twist off the tablet tube and set it aside.
4. Soak the filter for a minimum of 24 hours.
5. Spray the filter with a water hose. Spray each pleat carefully.
6. Reinstall the filter. Do not overtighten.

2. Place the dirty filter into a bucket of water deep enough to cover the filter. Add 8 oz of liquid filter cleaner to the bucket of water.

Note: It is a good idea to keep a spare filter to use in the spa while the dirty filter is being deep cleaned. This way, you can rotate the filters and both will last longer.

Starting the Spa with Fresh Water

Damage to the spa or spa's components from improper chemicals or chemical usage is not covered under the spa's warranty.

Prior to filling a spa for the first time, or after a routine draining, you will want to follow this start-up plan to extend water life and performance.

As with all chemical dosages listed in these Clear Water Plans, start-up dosages are intended for 500-gallon spas. Please adjust the chemical dosages to the capacity of your particular spa.

1. Clean the surface of the spa with a multi-purpose cleaner.
2. Fill the spa to the proper water level with normal tap water. (Do not use soft water.)
3. Use test strip and balance the spa water.
 - Adjust total alkalinity (acceptable range is 80-120ppm).
 - Adjust pH if necessary (between 7.2 to 7.8).
4. Add either chlorine or bromine (but not both).
5. Turn on jets for 15 minutes. Leave spa uncovered during this time.
6. Put cover on spa and allow to heat up to desired temperature.

Troubleshooting Water Clarity Problems

Problem	Probable Causes	Possible Solutions
Cloudy Water	<ul style="list-style-type: none"> • Dirty filter • Excessive oils / organic matter • Improper sanitization • Suspended particles / organic matter • Overused or old water 	<ul style="list-style-type: none"> • Clean filter • Shock spa with sanitizer • Add sanitizer • Adjust pH and/or alkalinity to recommended range • Run jet pump and clean filter • Drain and refill the spa
Water Odor	<ul style="list-style-type: none"> • Excessive organics in water • Improper sanitization • Low pH 	<ul style="list-style-type: none"> • Shock spa with sanitizer • Add sanitizer • Adjust pH to recommended range
Chlorine Odor	<ul style="list-style-type: none"> • Chloramine level too high • Low pH 	<ul style="list-style-type: none"> • Shock spa with sanitizer • Adjust pH to recommended range
Musty Odor	<ul style="list-style-type: none"> • Bacteria or algae growth 	<ul style="list-style-type: none"> • Shock spa with sanitizer – if problem is visible or persistent, drain, clean and refill the spa
Organic buildup / scum ring around spa	<ul style="list-style-type: none"> • Buildup of oils and dirt 	<ul style="list-style-type: none"> • Wipe off scum with clean rag – if severe, drain the spa, use a spa surface and tile cleaner to remove the scum and refill the spa
Algae Growth	<ul style="list-style-type: none"> • High pH • Low sanitizer level 	<ul style="list-style-type: none"> • Shock spa with sanitizer and adjust pH • Shock spa with sanitizer and maintain sanitizer level
Eye Irritation	<ul style="list-style-type: none"> • Low pH • Low sanitizer level 	<ul style="list-style-type: none"> • Adjust pH • Shock spa with sanitizer and maintain sanitizer level
Skin Irritation / Rash	<ul style="list-style-type: none"> • Unsanitary water • Free chlorine level above 5 ppm 	<ul style="list-style-type: none"> • Shock spa with sanitizer and maintain sanitizer level • Allow free chlorine level to drop below 5 ppm before spa use
Stains	<ul style="list-style-type: none"> • Total alkalinity and/or pH too low • High iron or copper in source water 	<ul style="list-style-type: none"> • Adjust total alkalinity and/or pH • Use a stain and scale inhibitor
Scale	<ul style="list-style-type: none"> • High calcium content in water – total alkalinity and pH too high 	<ul style="list-style-type: none"> • Adjust total alkalinity and pH – if scale requires removal, drain the spa, scrub off the scale, refill the spa and balance the water • Use a stain and scale inhibitor

Cleaning and Maintenance

Removing the Access Panel

You will need to remove the access panel in order to drain your spa.

1. Unplug the spa.
2. Using a Phillips screwdriver, remove the screws located in the four corners of the access panel.
3. Remove the access panel and set it aside.

Replace the access panel when you are finished. Do not overtighten the screws.

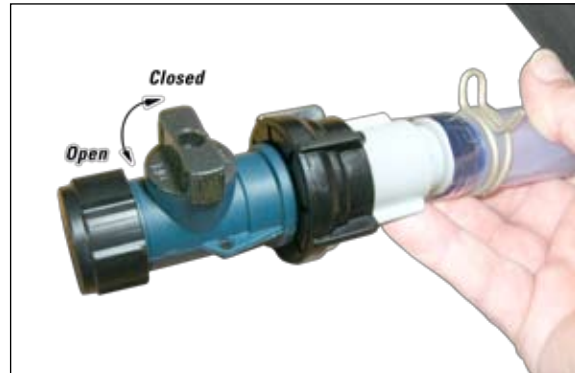
Do not run the spa with the access panel removed!



Draining Your Portable Spa

Your spa should be drained every four to six months and refilled with fresh tap water. The following is the recommended method for draining your spa.

1. Turn off the power at the breaker.
2. Remove all filters.
3. Remove the access panel as described above.
4. Locate hose ending with the $\frac{3}{4}$ inch hose-bib fixture.
5. Unscrew the cap.
6. Hook up the female end of a garden hose to the drain fitting.
7. Place the other end of the garden hose where you would like the water to drain to.
8. Turn the valve on the hose-bib fixture to open the drain.
9. Let spa drain completely, then remove garden hose.
10. Turn the valve on the hose-bib fixture to close the drain.
11. Replace the cap.



Winterizing (Cold Climate Draining)

In many areas of the country, the temperature drops below 32°F (0°C). We recommend that you always have your spa full of water and running at normal spa temperatures (80°F to 100°F, 26.7°C to 37.8°C). This will help reduce the risk of freezing in your spa and your spa's equipment.

Warning: If you find the need to drain your spa, please be aware of the potential of freezing in your spas equipment and plumbing. Even if the directions below are followed perfectly, there is no guarantee that your spa will not suffer freeze damage.

Freeze damage is not covered by your warranty.

1. Open all filter covers.
2. Remove the filter baskets and filters.
3. Drain your spa completely as described in the instructions above.
4. Remove drain plugs from the front of the pumps.
5. Disconnect the unions from both sides of the pump.
6. Use a wet/dry vacuum to blow any remaining water out of the jets and equipment area.

Cover your spa with a good spa cover and an all-weather tarp to ensure that neither rain nor snow enters the spa.

Installing Cover Latches

You will need a drill with a 3/32" drill bit and a Phillips screwdriver.

Your cover will have four clips attached to the ends of the four latches, two on each end of the spa cover. There will also be a small bag with 12 screws.

1. Place the cover on the spa with the latches placed where you want to mount them on the spa.
2. Using the latch clips as a guide, drill three holes for the mounting screws.



3. Insert three screws in the latch clip and fasten it to the spa shell. Make sure they are snug, but do not overtighten them. Do the same for the remaining latches. Drill and attach latch clips to the shell **one at a time**.
4. When you have finished inserting all of the screws, use the latch key to unlock the cover latches.



Covering Your Spa

Important! Keep the spa covered when not in use!

- Covered spas will use less electricity in maintaining your set temperature.
- Covering your spa will protect your spa's finish from the sun's ultraviolet rays.
- You are required to keep the spa covered to maintain warranty coverage.
- Covering your spa helps prevent children from drowning in the spa.

See the manual enclosed with your cover for instructions on mounting the locks and how to lock and unlock the cover.

In addition, while the spa cover is rigid, it is not designed to support any weight. Therefore, as a safety precaution and to preserve the life of your cover, you must not sit, stand, or lie on it, nor should you place objects of any kind on top of it.

Cleaning and Replacing the Filter

Filtration is one of the most important steps you can take to ensure clean, clear water. It is far less expensive to fix water clarity problems by filtering your spa than by using excessive amounts of chemicals, excessive filtration times, or by water replacement.

In addition, you need to regularly clean out the filter basket mounted on top of the filter well.

See the section "Filter Cleaning" on page 21 for more information on cleaning your filter.

Cleaning Your Spa

Spa Cover

Due to the constant punishment your spa cover receives, you should protect it by applying a vinyl and leather cleaner as part of your monthly maintenance plan.

Use a product that is specifically designed to protect spa covers from chemical and ultraviolet light damage without leaving an oily residue behind that is normally associated with common automotive vinyl protectants.

Spa Shell

Chemical build-up on the interior of roto mold spas is normal, and it is much more noticeable with the two darker toned spas ("Cinnabar" and "Dark Twilight")

Do not use automotive vinyl protectants (such as Armor All®) on spas. These products are generally oil-based and will cause severe water clarity issues that are difficult to correct.

than with the lighter toned spa ("Sahara").

Chlorine and bromine residue dry as a white powder on the spa shell. You can easily clean this by using a low detergent, non-abrasive cleaner, such as Simple Green®, without damaging its finish.

Each time you drain your spa, before you refill it you should apply a coat of non-oil based surface protectant that is specifically formulated to protect the spa's finish from the chemicals and minerals associated with normal spa use.

Removing and Tightening the Jets

Part of your periodic maintenance includes retightening the jets. This needs to be done at least every six months. Although the roto mold shell is durable, the polyethelene material can bend and warp over time. This may allow some water to leak around the jet fittings. Regularly tightening the jet bodies can prevent this.



DO NOT loosen or remove jets bodies! Loosening them may cause them to separate from the recepticle inside the spa cabinet and cause a significant leak.

Adjustable Jets

Adjustable jets should be removed periodically in order to retighten the jet bodies.

1. Insert a flat screwdriver between the jet face and the spa shell. Gently pry up the jet and remove it.



2. Place the adjusting tool on the face of the jet body and insert a screwdriver through the center for torque. Twist the tool clockwise to tighten. **NEVER LOOSEN THE JET BODY.**



Fixed Jets

1. Insert the metal hex wrench end into the jet face.
2. Twist the tool clockwise to tighten the jet. **NEVER LOOSEN THE JET BODY.**










Maintenance Schedule


Each time you refill the spa	Follow the section "Starting the Spa with Fresh Water" on page 21.
Prior to each use	Test the spa water using either test strips a reagent test kit. Adjust chemical levels as necessary.
Once a week	Test the spa water using either test strips a reagent test kit. Adjust chemical levels as necessary. If your water source is high in calcium, add stain and scale preventer.
Once a month	Deep clean your spa's filter. (Follow filter cleaning instruction at beginning of this section)
Every two to four months	Drain and clean your spa with a multi-purpose cleaner for spas. Clean and treat spa cover with a vinyl cleaner for spas. Refill your spa, following the section "Starting the Spa with Fresh Water" on page 21.
Every four to six months	Change the spa water. You may find the need to change your spa water more frequently with heavy use. When empty, your spa should be cleaned with a non-abrasive cleaner and then rinsed thoroughly.
Every six months	Retighten jets using the jet wrench tool, following the instructions on page 26.
Once a year	Replace filter cartridges if the pleats appear frayed. If you use an ozonator, you will need to replace the ozone cartridge.


Appendix



Replacement Parts


Jet Inserts and Jet Bodies		
Jet Insert	Jet Body	Gasket
2-3/8" XL Face Cluster Stainless Steel PLU212-9901S-DSG 	Cluster 3/8" B x 3/4" RB with 3/16" nozzle (#212-0090SM) PLU212-0690 	Gray jet gasket, 1 x 1.8 PLU21702821 
Adjustable Mini Jet Int. Directional, Large Face, Stainless Steel PLU224-3169-DSG 	Adjustable mini 3/4" B x 3/8" x small 3/16" nozzle 222-1061XSMEP EP Seal PLU222-1060 	White jet gasket, double ring - 522 PLU21702820 


Wrench
Multi-Purpose Wrench PLU21800551 


Filter
Filter Cartridge, 25 Sq Ft FIL11100303 

Drain
Main Drain, Super Hi Flo Suction 2" Charcoal PLU21400137 



Filter Cartridge Mounting Assembly	
Filter cartridge mounting assembly, 2" NPT (#400-9130) FIL11703210 	
O-ring for filter mounting PLU21700462 	



Water Diverter Valve
ON / OFF Turn Valve Assembly with Sleeve PLU21100042 


Ozone Injector
Ozone injector / cluster PLU21700828 


Waterfall
Waterfall assembly 6" LED clear (GR series) PLU21801024 


Lights	
Light Mini 2" Diameter LIT16000151	
Spa Light, Mini 9 LED Ultra-brite W/BI-PIN (#701861-9-P) LIT16100234	

Two Speed Pumps	
115V 1.5 BHP XP2 PUM22000551	
230V 5.0 BHP XP2e PUM22000553	


Control Panel	
Control panel without overlay ELE09204633	
Overlay for control panel ELE09204637	

Control Box	
VS300 control box ELE09200145	

Circuit Board	
Circuit Board VS300 ELE09100411	

Heater	
5.5 kW flow-through heater with Smart Spa sensor HEA14100450	


Ozonator	
Ozone generator OZO18000250	

Sensor	
Sensor ELE09900307	


Power Cord and Plug	
GFCI Plug and Cord, 15' ELE09700086	

GFCI Plug ELE09700070	
---------------------------------	---

Spa Covers		
All covers are basic spa covers with 4" - 2.5" taper and no logo		
Size	Slate	Hunter Green
76" Round	COV76RDBAS42S1.0-NL	COV76RDBAS42GR1.0-NL
73" x 83"	COV7383BAS42S1.0-NL	COV7383BAS42GR1.0-NL
83" x 83"	COV8383BAS42S1.0-NL	COV8383BAS42GR1.0-NL

Spa Cover Lock and Key	
Spa cover lock and Key ACC01800020	

Panels				
Roto mold 7 foot panel		Cinnabar ROT12000200CI	Dark Twilight ROT12000200DA	Sahara ROT12000200SA
Roto mold round door panel		Cinnabar ROT12000205CI	Dark Twilight ROT12000205DA	Sahara ROT12000100SA
Cal Preferred panel		Smoke WOO27517650-CSS	Mist WOO27517650-CSMI	Mahogany WOO27517650-CSM
Rock panel		Earth Tone ROT27000110		

Filter Covers				
Filter cover		Cinnabar ROT12000300CI	Dark twilight ROT12000300DA	Sahara ROT12000300SA

Troubleshooting

Symptom	Possible Causes	Possible Solutions
System / Power Problems		
System does not work	Power is turned off	Reset spa
	No electrical power to spa	Turn on or reset the GFCI circuit breaker. If this does not solve the problem, have a qualified electrician check the electrical service.
Control pad and spa equipment do not operate	The 20 or 30A fuse, depending on the system, has blown	Contact your dealer
	Spa is trying to heat up	Check the temperature setting is in Standard mode
	Spa is in filter cycle	Normal. No adjustment necessary
The spa does not turn off	Spa is in Standard mode	Check setting
Control panel displays a message	An error may have occurred	See Diagnostic Messages on page 14 for message code meanings
GFCI breaker trips repeatedly	Improper wiring to spa or GFCI breaker is defective	Consult with a qualified electrician
	There is a defective component on the spa	Contact your dealer
Heat Problems		
Spa does not heat	Heating mode not selected	See control panel instructions on pages page 12
	Water level is too low	Add water to correct level
	No electrical power to spa	Turn on or reset the GFCI circuit breaker. If this does not solve the problem, have a qualified electrician check the electrical service.
	Heater is defective	Contact your dealer
	Gate valve is partially or fully closed	Open gate valves. Note: Never operate your spa with the gate valves closed!
Spa gets warm but does not get hot	Thermostat has been turned down	Set control panel to a higher temperature
	Insufficient filtration time	Increase filtration time
	Water level is too low	Add water to correct level
	No electrical power to spa	Turn on or reset the GFCI circuit breaker. If this does not solve the problem, have a qualified electrician check the electrical service.
	Dirty filter cartridge	Clean filter cartridge
	Gate valves closed	Open gate valves
	Spa cover improperly positioned	Align spa cover
	Filtration time is set too long	Reduce filtration cycles, especially during summer months
Spa gets too hot		

Symptom	Possible Causes	Possible Solutions
Water Problems		
Water is not clean	For all water clarity problems, see page 22.	
High water consumption	Very high evaporation or heavy splashing	Use the cover and refill as necessary
Low water stream from the jets	Running in FILTER mode - slow speed	Select high speed jets
	Block wall suction or skimmer	Clean the wall suction/skimmer. Remove blockage
	Dirty filter	Clean filter and replace
	Jets are closed	Open jets
	Valves closed	Open valves
No water stream from the jets	Pump has airlock	Remove airlock by priming spa (page 11)
	Jets are closed	Open jets
	Power switched off, system off	Reset power
	Pump is defective	Contact your dealer
	Pump fluctuations	Low water. Check level on skimmer flap
Water leakage from below the spa	Check the connections and empty the hoses	Close or turn off empty cycle if necessary
Water Pressure Problems		
Jets surge on and off	Water level is too low	Add water to normal level
Jets are weaker than normal or do not work at all	Jet valves are partially or fully closed	Open jet valves
	Filter cartridge is dirty	See Cleaning the Filter
	Air is trapped in the pump	Open the air bleed valve on each pump's housing and allow air to bleed out of the system. Be sure to tighten each air bleed valve as soon as water starts to flow.
	The suction fittings are blocked	Remove any debris that may be blocking the suction fittings
	Gate valve is closed	Open gate valves. Note: Never operate your spa with the gate valves closed!
Air and Jets Problems		
No airstream from the jets	Air control not open	Open the control
	Jet spout opening not fixed properly	Check jet spout openings
	Jet spout opening missing	Check jets and replace as necessary
Light Problems		
Standard spa light does not work	Light bulb has burned out	Replace light bulb
	Lighting system is defective	Contact your dealer

Symptom	Possible Causes	Possible Solutions
Pump Problems		
Pump runs constantly – will not shut off	Problem with circuit board	Contact your dealer
Noisy pump	Water level is too low	Add water to normal level
	Block wall suction or skimmer	Clean the wall suction/skimmer
	Damaged or worn-out motor block	Contact your dealer
	Clogged floor suction or skimmer	Clean floor suction or skimmer
	Leakage of air into suction line	Contact your dealer
	Debris is inside pump	Contact your dealer
	Gate valves are closed	Open gate valves. Note: Never operate your spa with the gate valves closed!
	Damaged or worn motor bearings	Contact your dealer
	Improper or defective wiring	Contact your dealer
Pump turns off during operation	Automatic timer has completed its cycle	Start the cycle again
	Pump has overheated due to the vents on the equipment door being blocked	Clear items away from vents
	The pump motor is defective	Contact your dealer
Pump has a burning smell while running	Damaged or worn motor bearings	Contact your dealer
Pump does not work	Power may be turned off	Reset power
	Pump has over heated	Let cool for one hour
	Incorrect or faulty wiring of electrical supply	Contact your dealer
	Switch is off	Auto reset after the motor has cooled down
	House circuit breaker tripped or in OFF position	Reset circuit breaker Contact your dealer
	Motor overload condition	Motor overload will reset automatically. If problem persists, contact your dealer
	Damaged electrical cord	Contact your dealer
	Pump cord not plugged in	Plug pump cord into red receptacle
	GFCI tripped or in OFF position	Reset GFCI

LIMITED WARRANTY

This limited warranty is effective for Genesis portable spas manufactured after January 1, 2012.

This portable spa is warranted to be free from defects in material and workmanship. This warranty starts **from date of manufacture** and ends either by specified time-frame listed below, owner-transfer, relocation, or installation of any component other than by manufacturer.

This limited warranty is only valid on portable spas delivered in the United States and Canada. However, it does not apply to special offers and events and extends through the selling dealer to the original purchaser at the original site of installation.

Spa Cabinet and Surface

Lifetime guarantee on structural integrity. LMS warrants the integrity of the spa's cabinet structure will not rot, crack, or peel for as long as the customer owns the spa.

Plumbing

LMS warrants the spa's plumbing against leaks as a result of defects in material or workmanship for a period of one year.

Equipment

LMS warrants the spa's electrical and electronic components, specifically, the control system and pumps, against malfunction due to defects in materials and/or workmanship for a period of one year.

Components

LMS warrants manufacturer-installed ozonator and LED light source against malfunction due to defects in materials and/or workmanship for one year.

Manufacturer Warranty

Spa cover warranty is extended through the manufacturer of the product. Spa cover is warranted for 90 days unless otherwise specified. For more information, see their warranties in the owner's information package that was delivered with your spa for more information.

Authorized Repairs and Service

The factory authorized selling dealer is responsible for performing all necessary repairs. To obtain service, contact the selling dealer.

If the consumer is unable to obtain satisfactory customer service from the selling dealer, written notification must be given to the LMS Customer Relations Department within 30 days of the reported failure.

Warranty Performance

In the event of repairs or replacement of components under warranty, shipping costs are the responsibility of the spa owner. There will be no charge for parts or labor on a covered item. Cost of labor is based on flat rate schedule determined by LMS and distributed to dealers.

The LMS service agent may assess a reasonable travel or mileage charge per service call, which may include diagnostic time.

If LMS determines that repair of a covered item is not feasible, LMS reserves the right to replace the defective merchandise with merchandise equivalent or equal in value to the original merchandise.

In the event of warranty product replacement requiring a returned goods authorization (RGA), all removal, replacement, installation and shipping costs are the responsibility of the spa owner.

Proration of Warranty

Units determined by the Company to be non-repairable will be replaced on a prorated basis with the same or a comparable unit. The user will be charged one percent of the current retail cost for each full month of ownership from the date of purchase through the date failure is determined to be non-repairable. This charge will be waived during the first twelve months of ownership.

Acts That Will Void This Warranty

This warranty is void if the spa has been subject to negligence, alteration, misuse, abuse, repairs by non-LMS authorized personnel, incorrect electrical installation, installation by unqualified personnel, installation without a permit if required by local codes, installation of any component other than by the manufacturer, acts of God (including, but not limited to, acts of nature and surrounding environments), and any other

cases beyond the control of LMS.

Examples of common acts invalidating this warranty include, but are not limited to:

- Use of spa in a non-residential application.
- Operation of spas water temperature out of the normal operating range of 32°F (0°C) to 118°F (47.8°C).
- Damage caused by incorrect water level (low, overflow, etc.).
- Damage caused by extreme weather conditions (hot, cold, etc.).
- Damage caused by direct sunlight. Spas should always be covered when not in use.
- Damage caused by dirt, sand and calcium.
- Damage caused by clogged filter cartridges. See filter cleaning recommendations in this owner's manual.
- Damage caused by continued operation of this spa with either a known or an unknown problem.
- Damage caused by tri-chlor, acids, chlorine tablets, any floating chemical devices, or any spa chemicals not authorized by LMS.
- Damage caused by improper water chemistry. (High levels of chlorine, bromine, calcium, pH and other excessive chemical levels.)
- Damage caused as a result of failure to follow operating instructions as defined within this owner's manual.
- Damage caused by incorrect electrical installation, electrical brownout, voltage spikes, or operation of spa out of voltage range by more than $\pm 10\%$.
- Spas improperly installed or placed on non-approved surfaces.

Disclaimers

Scratches or scuffing caused by normal use are not covered by this warranty.

Due to the nature of the roto mold spa's material, a certain amount of fading and discoloration can be expected over time and is not covered by this warranty.

Spa owners are responsible for periodically retightening jet bodies as part of their regular maintenance. (See page 26.) Damage caused by lack of regular maintenance is not covered by this warranty.

Due to the spa's construction and material, the shell can naturally bend and warp, especially when spa is filled with water.

Replaceable items such as filters, filter lids, panels, jet inserts, and filter covers are specifically excluded from

this limited warranty.

This limited warranty is made with the express understanding that the spa is not an essential device or medical device as defined under State and Federal Law.

LMS shall not be liable for loss of use of the spa or other incidental or consequential costs, expense or damages, which may include but are not limited to removal of permanent deck or other custom fixtures or the necessity for crane removal.

Any implied warranty shall have duration equal of the applicable warranty stated above. Under no circumstances shall LMS or any of its representatives be held liable for injury to any person or damage to any property, however arising.

Legal Remedies

This limited warranty gives you specific legal rights and you may have other rights, which may vary from state to state.

Customer Service

See your spa dealer for a copy of the applicable warranty, details, and any questions you may have regarding the warranty coverage on your spa.

Warranty Registration

Easy Online Registration

Registering your new Cal Spas product is quick and easy! It is important that you register your Cal Spas product as soon as possible. By taking just a few quick minutes to register, you can enjoy product alerts, more efficient support, and quicker service.

Register now -- it's fast and it's easy!

- 1) Go to www.calspas.com/warranty
- 2) Fill in your information and click "Send Warranty Info"

Locating the product serial number

The serial number of your spa is located on a metal plate attached to the inside of the door for the equipment area. You will need this number to properly register your spa and activate coverage. Write this information in the space provided below.

Spa Model: _____

Spa Serial Number: _____

Date Purchased: _____

Date Installed: _____

Dealer's Phone Number: _____

Dealer's Address: _____

